Appl. No. 10/772,483
Amdt. dated October 9, 2007
Reply to Office Action of July 6, 2007

Amendments to the Specification

Please replace the paragraph beginning at p. 3, line 2, with the following rewritten paragraph:

A system according to one aspect of the invention includes a central server hosting various modules providing services to users. The modules may suitably employ voice recognition in order to interpret user inputs. When a module fails to recognize an input, it invokes a help application that selects an appropriate prompt for presentation to the user. The help application has access to user information that includes information indicating the user's experience with each function of each module. The help application receives notification of the module and function being used when the unrecognized input was received and examines the user information to determine the user's experience with the module and function. The help application may suitably categorize a user as belonging to an experience category, such as novice, intermediate or expert based on the user's level of experience with the function. The help application selects a help prompt associated with the user's level of experience with the function and presents it to the user. The use of context and experience information in selection of a prompt is also discussed in "Methods and Apparatus for Context and Experience Sensitive Prompting in Voice Applications," U.S. Patent Serial No. [[ ___/_____ ]] 10/772,829, assigned to a common assignee with the present invention and filed on even date herewith, and incorporated herein by reference in its entirety.

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